

<b>FORM PTO-1449</b>  <b>SUPPLEMENTAL XIV</b>  <b>LIST OF PATENTS AND OTHER ITEMS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT</b>  (Use several sheets if necessary)	<b>ATTY. DOCKET NO.</b> 6646-101NQ		<b>SERIAL NO.</b> 09/648,691
	<b>APPLICANT:</b> Ronald A. KATZ		
	<b>FILING DATE:</b> August 25, 2000	<b>GROUP:</b> 2645	

U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE
SW		4,932,042	06/05/90	Baral et al.	_____	_____	_____
SW		5,243,643	09/07/93	Sattar et al.	_____	_____	_____
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.)							
SW		Bonnell, Fraser, "Audio Response At Tymshare," Nov. 5, 1982.					
		Calabrese, Thomas E., "Advanced Function VRU Applications," The Travelers Companies, date unknown.					
		Carroll, Bob, "Linking ACDs With Audio Response Units," Telemarketing, Sept. 1985, pp. 40-43					
		"Center Closed-By-Gate Announcement," Switching Systems Division, Rockwell Telecommunications, Inc., Downers Grove, IL, Technical Data Sheet, Rockwell International, date unknown.					
		"CLASS Feature: Calling Number Delivery," Bell Communications Research, Technical Reference, TR-TSY-000031, Issue 2, June 1988.					
		Cloward, William H., "Sophisticated, High Speech Capacity Voice Response Applications For End Users," The Official Proceedings Of Speech Tech '86, Voice Input/Output Applications Show And Conference, April 28-30, 1986, New York, NY, pp. 58-61.					
		"Cost-Saving Features In An ISDN Future," Telecommunications By Rockwell, Rockwell International, date unknown.					
		Friedes, A., et al., "ISDN Opportunities For Large Business - 800 Service Customers," IEEE International Conference on Communications '86, Toronto, Canada June 22-25, 1986, pp. 28-32.					
		Grant, Steven C., et ano., "The Teleconnect Guide To Automatic Call Distributors," Bookcrafters, Chelsea, MI, 1985, pp. 4-16					
		"Integrated Switching System Functional Description," Rockwell International, date unknown.					
		"Gate Call Limiting Option," Communications Switching Systems Division/Dallas, TX, Technical Data Sheet, Rockwell International, date unknown.					
		"Gate Call Limiting Option," Switching Systems Division, Rockwell Telecommunications, Inc., Downers Grove, IL, Technical Data Sheet, Rockwell International, date unknown.					
		Hladik, William M., et al., "Mechanizing The Customer Access To Network Trouble Reporting Operations," Bell Communications Research, Inc., ISSLS 88, The International Symposium On Subscriber Loops And Services Proceedings, Boston, MA, Sept. 11-16, 1988, pp. 0262-0266.					
		"Rockwell Sales And Marketing System Option," Switching Systems Division, Rockwell Telecommunications, Inc., Downers Grove, IL, Technical Data Sheet, Rockwell International, date unknown.					
SW		Wang, Emil, "Intelligent Call Processing In Automatic Call Distributors," Business Communications Review, Jan.-Feb. 1988, pp. 22-26.					

<b>EXAMINER:</b> SW _____	<b>DATE CONSIDERED:</b> 9/7/2003
EXAMINER: Initial if reference is considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include a copy of this form with next communication to applicant	